



REQUEST FOR PROPOSAL

Problem Solving Access Point

*for Sacramento Steps Forward's Rapid Access Problem-Solving Pilot**

***Informational only- RFPs must be submitted online**

GENERAL INFORMATION

Entity Description

Sacramento Steps Forward (SSF) is a private non-profit organization committed to ending homelessness in the region through collaboration, innovation and connecting people to services. As the lead agency for the Sacramento region, SSF works with more than 120 community programs to provide people experiencing homelessness with the support and services needed to find stability and long-term housing.

Request for Proposal

SSF is requesting proposals from agencies who will serve as problem solving access points, as part of the Rapid Access Problem Solving (RAPS) pilot. The goal of problem solving is to explore safe housing solutions to resolve a household's crisis as quickly as possible, reducing their length of time homeless and entry into the system. Problem solving involves conversations that are focused on the household's strengths, existing support networks, and other community resources.

There is a total of \$132,500 in funding available for up to five problem solving access points. The amount each agency receives will depend on many factors, including the population need, agency capacity, and leveraged resources. Eligible use of funds is to provide financial assistance for housing crises, after all other options have been explored and it leads to immediate housing. Additional staffing costs are not included. If awarded, agencies will be notified within three weeks of the submission due date, followed by a contract. After the contract is executed, awarded agencies can begin to submit financial assistance requests to SSF for review and approval. Funds will then be sent by check to the verified third party.

Important Dates

RFP Release Date: Wednesday, January 13, 2021
Proposers Conference: Wednesday, January 20, 2021, 11:00 a.m.
SSF Response to Questions: Friday, January 29, 2021
RFP Submission Due Date: Thursday, February 4, 2021, 11:59 p.m.
Contractor Selection Date: Thursday, February 18, 2021
Contract Execution Date: Monday, March 1, 2021

Proposers Conference Zoom Link:

<https://us02web.zoom.us/j/82893251770?pwd=RzY5UW55MUN5SFA4L0VSK2t0MEloUT09>

Submission Instructions

RFP responses are due by Thursday, February 4, 2021, 11:59 p.m. Please submit proposals online through the Google link provided by SSF. Please note, the Google form cannot be saved and returned to. We recommend you complete your answers on a Word document and then transfer your answers.

Questions?

Please email RFP@sacstepsforward.org by Thursday, January 28, 2021.

PROPOSAL INFORMATION

Evaluation Criteria

- Experience providing services or resources to vulnerable populations – 25 pts
- Agency capacity to provide problem solving - 25 pts
- Population served and resources offered – 15 pts
- Geographic range – 15 pts
- Ability to expand with the pilot – 10 pts
- Ability to leverage resources– 10 pts

Minimum Requirements

- Experience developing service plans, providing services and resource referrals with vulnerable populations
- Knowledgeable about and/or has leveraged resources available within the community
- Familiar with the Homelessness Management Information System (HMIS) or a willingness to be trained

Scope of Services

- Client-centered and housing-focused conversations, regardless of perceived barriers and needs
- Alternative services or referrals to community resources, as needed
- Limited financial assistance only after all other options have been explored, resulting in immediate housing
- Ability to receive intake appointments from 2-1-1
- A trauma-informed approach
- A safe space to explore housing options with culturally affirming services
- Materials offered in multiple languages

PROPOSAL CONTENTS

A. Agency Information

- a. Agency name
- b. Address
- c. Operating hours
- d. Contact person and information

B. Agency Description.

- a. Staff-to-client ratio
- b. Languages offered
- c. Geographic range (i.e. Citrus Heights, River District, Sacramento County)
- d. Demographic of current population served: age, race, gender, subpopulation, etc.
- e. Number of persons served annually
- f. Services offered (i.e. case management, family services, education, employment, legal, referral to health care services, including mental health services, etc.)

C. Agency Experience and Capacity

- a. Describe your agency's experience with developing service plans, providing services and resource referrals with vulnerable populations. If available, please include the total number of clients served annually and the percentage assisted with problem solving.

- b. If funded, describe your agency's capacity to act as an access point and provide the scope of services listed above. Include staff time available to perform the work and financial resources.
- c. How much time can you set aside each week for 2-1-1 appointments?
- d. On average, how many visits are needed to resolve a client's crisis?
- e. If funded, what estimated amount of financial assistance would be offered per household?
- f. What current community resources or partners are being leveraged?
- g. If additional problem solving resources were made available, what is your agency's capacity to expand (i.e. hours, staffing, dedicated accounting team, etc.)

QUESTIONS?

Please submit all questions to RFP@sacstepsforward.org by Thursday, January 28, 2021. All questions and responses will be posted on <https://sacramentostepsforward.org/> by Friday, January 29, 2021.